State	New Hampshire	Delaware	Hawaii	Indiana	Georgia	Ohio	Wyoming	Idaho	Alaska	New Mexico	Washington	Kansas
Person Interviewed	Sandy Alonzo	Barbara McCaffrey Jamie Richards Leslie Newman	Katy Chen, Ex Dir									
Organization	White Mts Com Coll Childcare Resource, referral, Recruitment & Training	Children & Families First	РАТСН									
Interviewer	Amy Thayer	Diana Pfenning	Betty Morse		Yvonne Brown							
1. To what extent does your service area include communities that are:												
Urban	Very much	Very much	75%									
Suburban	Very much	Somewhat										
Rural	Very much	Somewhat	25%									
2. To what extent does your service area include families that are:												
Low-income	Very much	Very much	mostly									
Moderate - income	Very much	Somewhat										
High income	Somewhat	Somewhat										
3. To what extent does your service area include families who:												
Have limited English proficiency:		Very Much	not at all									
Have low literacy levels:		Very Much	not at all									
Are from diverse religious backgrounds:		Very Much	N/A									
Are of diverse cultural heritage:		Very Much	Very Much									
4. Are child care referral services in your state provided by:												
a. One organization agency in one location		х	x multiple sites 2 on Honolulu, 1 each of the 5 largest islands									
b. One organization agency with multiple sites					x Quality Care for Children 3 offices							
c. Multiple organizations with defined service areas.	x				consolidation of 14 agencies to 6							

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i. How many	- 40									
organizations/service	7 orgs - 10 ser areas		1 org - 8 ser areas							
areas are there?										
ii. How do the										
organizations relate to										
each other?										
d. Other										
5. Who is the										
contracting entity: (the										
organization that										
contracts with your										
organization and pays										
you for child care										
referral services:										
a. State Administrator										
of the federal CCDF										
funds (Government	X	X								
entity)										
B. CCR&R network										
2. CORGRESSION			PATCH is non-profit w/							
			funding from state,		Quality Child Care non-					
C. Other			human services and fund		profit					
			raising		pron					
6. Has the structure of										
Child Care Referral										
Service delivery										
changed within your										
state in recent years?										
No (skip to question 9)	Х									
110 (Ship to question 2)			have implemented an							
Yes: Please describe		x 3	online version for child							
how the service delivery		years ago state merged	care searches and have a							
structure has changed in		CC&RR Other Human	small staff for telephone							
relation to:		Services merging since	and walk-in resource &							
		1975	referral							
The number of										
organizations providing										
the service:										
The contracting entity:										
Other significant ways:										
7. Has there been a										
formal evalution to										
document the impact of										
this change?										
No		X								
110			X							
Yes			a quarterly survey to							
2.00			parents & providers							
		I .	Parente de providers	<u> </u>	l .	 L	L	L		

Please describe the results of the evaluation:		before 2009 surge in on line searches; decrease by 25% in 2009; telephone & walk-in sites had increase; Causes include unofficial referral info on other web sites and economic downturn					
8. What do you see as the benefits of the new service delivery structure:							
For parents:		anytime search - most between 11pm & 1am younger generation very tech savvy					
For providers:		can update information regularly and when convenient					
Overall:		cost savings as staff down-sized					
What do you see as the challenges of the new service delivery structure:							
For parents:		NACCRRA limits # of childcare searchs per person per time tuition assistance being cut - Feb 2009 14K children served Aug 2010 - 8K More cuts anticipated result is parents stay home w/kids					
For providers:		Older providers not as tech savvy - harder to compete					
Overall:		Hackers got into PATCH system Harder for downsized staff to keep up w/ workload					
9. In addition to child care referrals, do you provide:				 		 	
a. General information and referral for human services, etc.		х					

b. Referrals to other child / family focused services		x					
c. Other	All the above with Child & Elder Services, Respite Care & Nutrition	Parenting tips					
10. What other CCR& R related services are provided by your agency:		Special Services for military families state pre-k subsidy program private scholarship program Childcare recruitment & professional develop quality care program Early Learning Program Enhancement child care food program					
If these other related services include Child Care Subsidy Eligibility Determination and /or Professional Development and training, how is it connected with your child care referral service?		Professional Develop is PATCH core program over 100 early care & education classes provided free statewide and year round PATCH provides training for a fee Curriculum classes privately funded for professionals and parents after DHS cuts					
11. Is your child care referral service: a. Housed with 211							
b. Exclusively provided by 211							
c. Provided in collaboration with 211 through a memorandum of understanding which outlines refferal roles and database responsibilities							
d. Referred to by 211		_					
e. Unconnected by 211	 X	x 211 run by United Way	 		 	 	
12. Do clients access your child care referral services through:							

			T		1	1		1	1	1	1
a. 1 toll free number											
with referral specialist		X									
available to answer		A									
questions											
b. Multiple local											
numbers	X		X								
c. 1 toll free number											
that routes calls out to											
other agencies											
d. Your on-line											
searchable database	X										
e. IM or On-line chat											
	_										
f. other	X										
13. How likely is it that											
a client would speak											
with the same referral											
specialist each time they											
call:											
a. Clients are assigned		X									
to one specialist		A									
b. Clients may request a											
particular specialist											
when they call but are											
not assigned											
c. Clients are served by											
the specialist who is											
avaiable when they call											
uvuluble when they can											
			1 R&R staff in each								
			office so same person								
d. Other:			each time unless								
			vacation when calls are								
			routed to another office								
14. For your child care											
referral database, do											
you use:											
a. NACCRRAWARE	v	Y.									
	X	X	X								
b. A system provided by											
your State											
c. Your own custom											
built system											
d. Other (please											
describe)											
15. Does your child care											
referral database											
include:							<u></u>				
a. Data from your											
service area only											
b. Statewide data			X								
or state with the			Δ		1	1	·			1	1

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16. What is your process (including what and how often) for updating your child care provider database?		providers contacted quarterly for updates providers can call in anytime to update Yearly survey to providers					
17. Child Care Referral Operational Data:							
a. How many child care searches do you perform each year:		3800 by phone 10,000 on line					
b. What are the different types of child care providers and how many (estimate is fine)		535 FCC home providers 50 Infant Toddler centers 400 pre-k sties					
c. How many FTE staff are employed to provide this service:		1 FTE and % PTE Resource & Referral Specialists					
d. What are your hours and days of service?		7:30 - 4:30 one day open at 6:00am and one day close at 10 pm					
18. What is your yearly budget for child care referral services:		300K					
19. Which of the following types of funding do you receive to support the child care referral service:							
a. The federal CCDF through your State Agency	x	x					
b. Employer Contracts	 						
c. Client fees	x	x contract w/ military for childcare referral services					
d. Other	Medicaid	United Way funds, grants & fund raising					
20. If you circled more than one funding source above, are your services provided differently based upon the funding source?							
No, all clients receive the same level of service regardless of funding source	x	x					

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Yes: Please describe										
different levels of service										
provided:										
21. How do you ensure										
equitable access this										
service? (e.g., if										
language by caller is			Each island office							
different than English			speaks regional dialect							
or caller is hearing or			TTY and ASL							
visually impaired,			111 and ASE							
parent may not have										
phone or computer or										
mailbox, etc.)										
22. To what extent are										
your child care referral										
specialists able to										
provide data to parents										
that is locally specific?										
(i.e. specific to a	Very		Very							
particular town, school										
district, terrain, local										
events and services,										
etc.):										
23. What challenges										
have you experienced in										
collecting information			some providers provide							
from child care			information better than							
providers? (e.g.,			others - quarterly contact							
vacancies, program			essential							
characteristics)										
characteristics)										
			new funding for new							
			programs servicing							
			parents, providers and							
			families fund raising &							
			grants Military contract							
24. In general, do you		Controlizing all Children	Training & Tech							
have any comments		Centralizing all Children, Families and Elder	Assistance program for							
about what works well		services has allowed	Head Start Searchable							
about your current		efficiency and a solid	on-line website							
system and what you		infrastructure that helps	budget for each island							
think could work		clients know theone place	based on populartion							
better?		to seek help	highly trained local staff							
better:			Fewer walk-ins but							
			people want to keep							
			offices open							
			core values - integrity,							
			dedication, caring and							
			quality service							
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	More \$\$ needed b	ut				
	more cuts are plan	ied				
	cuts will lower fam	lies				
	needing services					
	military contract as	oud				
	as the war effor					